

City of Corona

Dial-A-Ride



No-Show Policy

This policy is effective starting January 02, 2018.

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City of Corona Transit Service



No-Show Policy Summary

Effective January 02, 2018

City of Corona Transit Service (CCTS) understands that because Dial-A-Ride Services requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. CCTS also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, when riders don't show up for their scheduled rides, time and valuable resources are wasted; time and resources could have helped other riders get to their destinations. Repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. A person who has five (5) or more no-shows in a calendar month and their no-shows exceed more than 10% of their overall trips taken within the same calendar month may be suspended from using Corona Dial-A-Ride services.

If a person demonstrates a pattern of practice that violates Corona's No-Show Policy, the individual may be suspended for a first suspension with a loss of all privileges to use City of Corona Dial-A-Ride for 10 days, and for a second and subsequent suspension for a period of 30 days. Prior to any Corona Dial-A-Ride rider suspension becoming effective, the person has the right to file an appeal with CCTS within fifteen (15) calendar days; if a rider appeals, any rider's suspension of service will only begin after the appeals process has culminated and the Appeals Panel has found the rider in violation of CCTS's No-Show Policy. The rider will be notified within ten (10) working days of the final ruling of the Appeals Panel.

The following information explains CCTS' No-Show Policy:

Rider No-show - A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window (15 minutes before and 15 minutes after the scheduled pickup time) and the driver waits 3 minutes.

Late Cancellation - A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Pickup Window – The 30-minute pickup window is defined as 15 minutes before and after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait 3 minutes within the pickup window for the rider to appear.

The following situations are considered Rider No-Shows:

- When a customer cancels a trip less than two (2) hours before the scheduled pick-up time.
- When the driver arrives within the 30-minute on-time window, waits 3- minutes, and is unable to locate the customer at the scheduled pick-up.

The following situations are not considered Rider No-Shows:

- Situations beyond a rider's control (i.e. medical/family emergency, sudden illness or change in condition, etc.).
- Transit agency error (i.e. vehicle arrived early/late – outside the pickup window; rider cancelled in a timely way but cancellation not recorded; vehicle went to wrong location, when vehicle never arrived, etc.,)

Riders should contact Corona Dial-A-Ride at (951) 734-7220 to explain the reasons or circumstances beyond their control for a no-show or late cancellation.

Cancelling Standing Order Rides

If you must cancel your Standing Order trip(s), please call (951) 734-7220 at least two (2) hours in advance of your scheduled pick-up time. Otherwise you will be counted as a No-Show. For your convenience, you may leave a detailed voice mail message for cancelling your trip(s).

You may cancel a Standing Order ride for as many as 30 days in a row. However, once you have reached the 31st day, the Standing Order for that ride will be permanently canceled.

For more information regarding the No-Show Policy and Procedures please contact Corona Dial-A-Ride at (951) 734-7220. The Policy details the procedures for identifying a pattern or practice of excessive no-shows and late cancellations, dispute resolution for specific no-shows or late cancellations, suspension process and appeals process for proposed suspensions.

No-Show Policy and Procedures

Revision of the Policy and Procedures Manual

Effective: January 02, 2018

Rider No Show and Cancellations

POLICY: City of Corona Dial-A-Ride riders who have a pattern or practice of Rider No-Shows or late cancellations may lose their riding privileges for a designated time period.

IMPLEMENTING PROCEDURES:

1. Definitions

1.1. A pattern or practice involves regular or repeated actions, not isolated, accidental or singular incidents. A customer who accumulates 5 or more no-shows within a calendar month and their no-shows exceed more than 10% of their overall trips taken within the same calendar month, subject to the Rider's right of protest, contest and appeal described below, constitute a pattern or practice. A "Rider No-Show" is defined as:

1.1.1. Rider does not cancel a scheduled trip and is unavailable at the agreed upon pick up time and location and all of the following occur:

1.2.1.1 The vehicle is at the pick-up location within the 30 minute on time window; 15 minutes before and 15 minutes after the scheduled pickup time.

1.2.1.2 After arriving at the pickup location, the driver time stamps arrival and waits three (3) minutes for the rider. The three (3) minute wait cannot begin before the scheduled pick time.

1.2.1.3 If the pickup location has a single entry/exit point (i.e. house), the driver will no-show on their tablet (after three (3) minute dwell time) and continue route.

1.2.1.4 If the pickup location has multiple entry/exits (i.e. hospital), the driver will contact his or her dispatcher. If time permits & phone number is available, the dispatcher will provide a courtesy call to the rider; dispatcher is then to provide instruction to driver (wait for passenger or mark the rider's trip as a no-show on mobile data terminal) before continuing route.

1.2.1.5 Rider cancels a scheduled trip two (2) hours or less from the scheduled pick up time, including after the vehicle arrives.

2. A trip will not be considered part of a pattern or practice of Rider No-Shows if the reason the rider was unavailable or unable to notify City of Corona Dial-A-Ride in a timely

manner was due to circumstances beyond the Rider's control as discussed in 49 C.F.R. 37.125(h)(1). However, the responsibility to inform City of Corona Dial-A-Ride of those reasons shall be upon the rider.

3. Riders who have a pattern or practice by accumulating five (5) or more no-shows within a calendar month and their no-show frequency is more than 10% of their overall trips taken within the same calendar month, are subject to having their riding privileges suspended.

Suspended as follows:

- 3.1 For a first suspension, loss of all privileges to use City of Corona Dial-A-Ride for 10 days.
- 3.2 For a second and each subsequent suspension, loss of all privileges to use City of Corona Dial-A-Ride for 30 days.
4. Riders will have the right and opportunity to informally protest the assessment of any alleged Rider No-Shows within 15 days of receipt of notice as set forth below. This right of protest is in addition to and not in lieu of a Rider's right to contest and thereafter appeal any suspension or other sanction sought to be imposed as a result of Rider No-Shows.

In order to facilitate this right of protest:

- 4.1.1 Riders shall be notified by mail, in an appropriate format, for each no-show after their second no-show in a month.

The letter shall:

- 4.1.2 Inform the rider of the date, time, and location of the trips
- 4.1.3 Provide an opportunity for the rider to review the trip information
- 4.1.4 Provide an opportunity for the rider to protest the assessment of the Rider No-Shows set forth in the notice which have not been previously protested by the Rider. Such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis for the proposed assessment; (ii) challenge to the determination that the facts stated constitute a Rider No-Show; explanation as to why the reason for the Rider No-Show was beyond the control of the Rider.
- 4.1.5 Notify the rider of how many no-shows they have accumulated. Explain the potential of loss of service for having too many no-shows.

4.1.6 Explain the consequences of not taking scheduled trips to the paratransit system and other riders.

5. If a suspension would otherwise be imposed under the provisions of this Policy, before such a suspension is imposed.

The following shall occur:

5.1 The Rider shall be notified in writing of the following: (i) the intention to suspend service; (ii) the specific basis for the proposed suspension or other sanction; (iii) the nature and extent of the proposed suspension; (iv) the Rider's right to contest the suspension within fifteen (15) days of the date of the notice; (v) that if the Rider timely files a contest and during thereof and any appeal there from, the suspension sought to be imposed will be stayed.

5.2 A contest shall set forth the specific ground therefore, shall attach such written information, as the Rider believes relevant and shall state whether the Rider desires the opportunity to be heard orally to present further information and arguments.

5.3 A contesting Rider shall be notified in writing of the following: (i) the results of the contest and the reasons therefore; (ii) the Rider's right of appeal and the method by which that right may be invoked; (iii) that any appeal to be valid must be filed no later than fifteen (15) days of the date of the notice; (iv) that if a timely appeal is filed, the imposition of the suspension shall be stayed during its pendency. Any appeal of the result of a Rider contest of a proposed suspension shall be conducted in accordance with CCTS Appeal of Rider Suspension Policy

Appeal of Rider Suspension Policy

Issued: Month 00, 2017

Effective: January 02, 2018

POLICY: City of Corona Transit Service (CCTS) shall insure that when a rider is subjected to the suspension of service that their rights are protected under due process through an appeals process.

IMPLEMENTING PROCEDURES:

1. Riders will be notified by certified mail of suspensions for violating No-Show Policy.
 - 1.1. Criteria for being suspended are outlined in the No-Show Policy.
2. The rider will have fifteen (15) calendar days to file a written request for an appeal of the suspension before the suspension goes into effect.
3. A rider reserves the right to continue using CCTS's Dial-A-Ride service during the appeals process; a suspension of service will become effective only if a rider is found in violation of CCTS's No-Show Policy.
4. An appeal will be heard not less than forty-five days from the date CCTS received the appeals request.
 - 4.1. The forty-five days may be waived if both parties agree to an extension.
5. Appeals will be heard before a three-person panel.
 - 5.1. Upon receiving the appeals request, CCTS staff will assemble an appeals panel.
6. Appeals panel will conduct an independent review of the appeal and supporting documentation.
 - 6.1. The Appellant has the right to appear before the Appeals Panel with representation, if desired. It shall not be mandatory nor necessary for appellant to have representation and/or witnesses.
 - 6.2. CCTS has the right to present information and/or data, have witnesses appear, and/or otherwise document the allegations as needed
7. CCTS assumes no liability for expenses arising from the appeal process by the Appellant.
8. The Appeals Panel renders a decision and reasons for it, based solely on the circumstances surrounding the suspension.
9. The panel's decision will be final.
10. The rider will be notified of the final decision within ten working days of the final ruling of the Appeals Panel.